RFP No. 4360

Parks Reservation System

Mississippi Department of Wildlife, Fisheries, and Parks

Welcome

- First Roll Call
  - Vendor participation is optional for the entire conference.
  - Each vendor representative participating in this conference, please forward your business contact information.
- Send it to: **Bill.Brinkley@its.ms.gov**.

- Attendees will be posted to the ITS website (www.its.ms.gov).

AGENDA	
Welcome – First Roll Call	Bill Brinkley – ITS
Project Background	Bill Brinkley
Project Overview	Jason Thompson and Michael McRae - MDWFP
Procurement Guidelines	Bill Brinkley
Question and Answers	Answers to vendor questions during this conference are not official unless and until submitted to ITS in writing.
Closing Comments	Bill Brinkley
Final Reminders, Conclusion	Bill Brinkley

Project Background

- In March 2006, ITS issued RFP No. 3493 to request the services of an experienced vendor to implement and customize a centralized integrated Parks Reservation System for MDWFP.
- The current system provides online, onsite, and web reservation functionality. In addition, the vendor provides a call center for booking reservations at Mississippi State Parks.
- The contract has been extended multiple times over the last 14 years.
- The current extension was approved by the ITS Board on May 21, 2020 for eighteen months and will expire in January 2022.

Project Background

The Mississippi Department of Wildlife, Fisheries, and Parks is requesting a next generation Parks Reservation System that will utilize newer technology providing MDWFP with improved marketing tools, robust reporting for the executive and accounting departments, an online retail store, the ability for customers to make reservations through multiple access methods, the ability for customers to make reservations and purchases at MDWFP camp stores, improved inventory management, improved call center support, and a gate/kiosk solution for selected state parks.

Project Overview

- Parks Reservation System
- Improved marketing tools
- Robust reporting for the executive and accounting departments
- Online retail store
- Ability for customers to make reservations through multiple access methods
- Ability for customers to make reservations and purchases at camp stores

Project Overview (Continued)

- Improved inventory management
- Improved call center support
- Mobile app to select State Park and make reservation
- Vendor provided POS equipment
- Real time dashboard for executive use
- The RFP will also request a gate/kiosk solution for selected state parks.

Evaluations Overview

- Evaluation Team, Categories, and Possible Points (Section VII. No. 4.2)

  - Stage 1 – Selection of Responsive/Valid Proposals (Section VII. No. 4.2.1)

  - Stage 2 – Non-cost Evaluation (Section VII. No. 4.2.2)

  - Stage 3 – Cost Evaluation (Section VII. No. 4.2.3)

  - Stage 4 – Selection of the successful Vendor(s) (Section VII. No. 4.2.4)

    - On-site Demonstrations and Interviews (Section VII. No. 4.2.4.1)

    - Site Visits (Section VII. No. 4.2.5.1)

    - Final Quantitative Evaluation (Section VII. No. 4.3)

Technical Evaluation

Category	Possible Points
Non-Cost Categories:	
Vendor Qualifications; Vendor Implementation Team; Project Work Plan and Schedule; Hosting Environment	5
Technical Requirements	15
POS Functionality	10
Call Center; Support	5
Marketing; Customer Engagement	15
Total Non-Cost Points	65
Lifecycle Costs	35
Maximum Possible Points	100

- The ITS scoring methodology is explained in RFP 4360 Section VII, Number 4.

- Vendors must respond with "Will Comply" or "Exception" on every requirement in Attachment A beginning with Section C, Item 10 through Section VV.

- This RFP contains no **MANDATORY** items.

- Non-Cost points include all requirements except for cost.

- ITS scores non-cost categories on a 10-point scale, with 9 points earned for meeting the requirement.

- Proposals meeting fewer than 80% of the non-cost requirements may be eliminated from further consideration.

Contract

- Exhibit A – Software as a Service Agreement

- Vendors must review this document, and if necessary, take exception.

- If a Vendor takes no exceptions to Exhibit A, the State assumes that these terms are agreeable and cannot be negotiated after award.

Additional Information

- Vendor communication with the State

- See RFP No. 4630 Section II Proposal Submission Requirements

- Answers to questions asked during this vendor conference are not official until and unless the questions are submitted to Bill Brinkley in writing before 3:00 p.m. Central Time on June 29, 2021.

- Vendors should continue to check the ITS website for updates related to this RFP No. 4360. Access the ITS website at: www.its.ms.gov

Upcoming Dates

- Deadline for Vendor's Written Questions
  - **Tuesday, June 29, 2021 at 3:00 p.m. Central Time**

- Responses to Vendor Questions
  - **Posted to the ITS Website by COB Tuesday, July 13, 2021**

- Proposal Due Date
  - **Thursday, July 29, 2021 at 3:00 p.m. Central Time**

- Proposal Validation Evaluation, ITS Board Approval
  - **Demonstration Request**
  - **Goal: Request ITS Board Approval on August 19, 2021**

Vendor Questions – Open Floor

Conclusion

- Final Roll Call

- Please send an email that contains your signature block to: Bill.Brinkley@its.ms.gov.

- Attendees will be posted to the ITS website (www.its.ms.gov).

- Thank you for your participation.

- **Please make sure I have acknowledged your company's participation on the web conference.**